

30th Annual Productivity and Quality Awards

Los Angeles County:

Heritage of Excellence

County of Los Angeles
Quality and Productivity Commission
2016



30th Annual

Productivity and Quality Awards Program



Dates to Remember

July 6, 2016

August 3, 2016

August 22-31, 2016

September 1-9, 2016

October 19, 2016

October 25, 2015

PQA Entry Due Date

Evaluation at the Marina

Top Ten Site Visits

Top Ten Site Visits

Luncheon and Awards Ceremony

Board Recognition Ceremony

30th Annual

Productivity and Quality Awards Program



Submission Deadline

Wednesday, July 6, 2016

Quality and Productivity Commission

500 West Temple Street, Room 565

Los Angeles, CA 90012

30th Annual

Productivity and Quality Awards Program



Grand Eagle Awards

- Gold
- Silver
- Bronze

Top Ten Awards



30th Annual

Productivity and Quality Awards Program



Commission Special Awards

- Changemaker Award
- Commissioners' Legacy Award
- County Image Enhancement Award
- Creative Technology Award
- Customer Service Award
- Outstanding Teamwork Award
- Performance Measurement Award
- Process Improvement Award
- Mega Million Dollar Award

30th Annual

Productivity and Quality Awards Program



Other Awards

(not presented on stage)

- Special Merit Plaques
- Traditional Plaques
- Certificates of Recognition

30th Annual

Productivity and Quality Awards Program



Application Guidelines



- Department Head and Productivity Manager must sign all applications
- Original copy of the application is due Wednesday, July 6, 2016, 5:00 p.m.
- Electronic copy to be sent to:
msavinar@bos.lacounty.gov

30th Annual

Productivity and Quality Awards Program



Application Guidelines (con't) Official Form

- Name of Project – short and descriptive
- Date of Implementation/Adoption
- Project Status – ongoing or one-time
- Has Department Submitted project before?

30th Annual

Productivity and Quality Awards Program



Application Guidelines (con't)

Title of Project is Limited to 50 Characters

Too long: *Language & Culture Resource Center/Video Medical Interpretation Project (LCRC/VMI)* 82 characters

Better: *Language & Culture Resource Center* 34 characters

Vague: *The 83rd and Vermont Avenue Project*

Better: *“Women’s Reintegration Services” or “Women on the Move”*

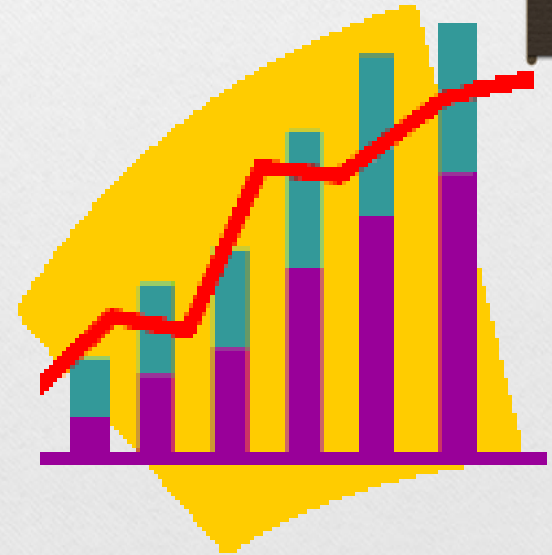
30th Annual

Productivity and Quality Awards Program



Application Guidelines (con't) Official Form

- Executive Summary
- Joint Submissions
- Fact Sheet
- Cost Avoidance, Cost Savings,
and Revenue Generated
(Estimated Benefit)



30th Annual Productivity and Quality Awards Program



2016 PQA Application Executive Summary (Page 1)

Quality and Productivity Commission
30th Annual Productivity and Quality Awards Program
"Heritage of Excellence"

2016 APPLICATION

Title of Project (limited to 50 characters, including spaces, using Arial 12 point font):

NAME OF PROJECT:

DATE OF IMPLEMENTATION/ADOPTION: (Must have been implemented at least one year - on or before July 1, 2015)

PROJECT STATUS: ☐ Ongoing ☐ One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? ☐ Yes ☐ No

EXECUTIVE SUMMARY: Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

RESULTS TO THE COUNTY				
(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) = TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT <input type="checkbox"/>
\$	\$	\$	\$	

ANNUAL * 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS:

TELEPHONE NUMBER:

PROGRAM MANAGER'S NAME:

TELEPHONE NUMBER:

EMAIL:

PRODUCTIVITY MANAGER'S NAME AND SIGNATURE: DATE:

TELEPHONE NUMBER:

EMAIL:

DEPARTMENT HEAD'S NAME AND SIGNATURE: DATE:

TELEPHONE NUMBER:

Page 1

We Support Plain Language

30th Annual Productivity and Quality Awards Program



2016 PQA Application Fact Sheets (Page 2, 3, 4)

Quality and Productivity Commission 30 th Annual Productivity and Quality Awards Program "Heritage of Excellence"	Quality and Productivity Commission 30 th Annual Productivity and Quality Awards Program "Heritage of Excellence"	Quality and Productivity Commission 30 th Annual Productivity and Quality Awards Program "Heritage of Excellence"
2016 APPLICATION	2016 APPLICATION	2016 APPLICATION
NAME OF PROJECT: 1st FACT SHEET - LIMITED TO 2 PAGES ONLY: Describe the Challenge, Solution, and Benefits of the project. State clearly and concisely what difference the project has made. <u>Use AOME 12 point font</u>	NAME OF PROJECT: <u>Use AOME 12 point font</u>	NAME OF PROJECT: LINKAGE TO THE "COUNTY STRATEGIC" PLAN (DETAIL IS REQUIRED FOR "COUNTY DEPARTMENTS" - <u>Use AOME 12 point font</u>
We Support Plain Language		We Support Plain Language
Page 2		Page 4

30th Annual Productivity and Quality Awards Program



2016 PQA Application Benefits Page (Page 5)

Quality and Productivity Commission
30th Annual Productivity and Quality Awards Program
"Heritage of Excellence"

2016 APPLICATION

Title of Project (limited to 25 characters, including spaces, using Arial 12 point font):
NAME OF PROJECT:

COST AVOIDANCE, COST SAVINGS AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY): If you are claiming cost benefits, include a calculation on this page. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. www.co.san.la.ca.us/pqa

Cost Avoidance: Costs that are eliminated or not incurred as a result of program outcomes.
Cost Savings: A reduction or lessening of expenditures as a result of program outcomes.
Revenue: Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1)+(2)+(3) TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	BENEFIT ENHANCEMENT PRODUCT

ANNUAL= 12 MONTHS ONLY

30th Annual

Productivity and Quality Awards Program



2016 PQA Application Collaborator Page (Page 6)

Quality and Productivity Commission
30th Annual Productivity and Quality Awards Program
"Heritage of Excellence"

2016 APPLICATION

File of Project (limited to 20 characters, including spaces, using Arial 12 point font):
NAME OF PROJECT: _____

FOR COLLABORATING DEPARTMENTS ONLY
(For single department submissions, do not include this page)

☐ **DEPARTMENT NO. 2 NAME AND COMPLETE ADDRESS**

PRODUCTIVITY MANAGER'S NAME AND SIGNATURE _____ EMAIL: _____	PROJECT MANAGER'S NAME AND SIGNATURE _____ EMAIL: _____
--	---

DEPARTMENT NO. 3 NAME AND COMPLETE ADDRESS

PRODUCTIVITY MANAGER'S NAME AND SIGNATURE _____ EMAIL: _____	PROJECT MANAGER'S NAME AND SIGNATURE _____ EMAIL: _____
--	---

DEPARTMENT NO. 4 NAME AND COMPLETE ADDRESS

PRODUCTIVITY MANAGER'S NAME AND SIGNATURE _____ EMAIL: _____	PROJECT MANAGER'S NAME AND SIGNATURE _____ EMAIL: _____
--	---

DEPARTMENT NO. 5 NAME AND COMPLETE ADDRESS

PRODUCTIVITY MANAGER'S NAME AND SIGNATURE _____ EMAIL: _____	PROJECT MANAGER'S NAME AND SIGNATURE _____ EMAIL: _____
--	---

DEPARTMENT NO. 6 NAME AND COMPLETE ADDRESS

PRODUCTIVITY MANAGER'S NAME AND SIGNATURE _____ EMAIL: _____	PROJECT MANAGER'S NAME AND SIGNATURE _____ EMAIL: _____
--	---

DEPARTMENT NO. 7 NAME AND COMPLETE ADDRESS

PRODUCTIVITY MANAGER'S NAME AND SIGNATURE _____ EMAIL: _____	DEPARTMENT HEAD'S NAME AND SIGNATURE _____ EMAIL: _____
--	---

Page 6

We Support Plain Language

30th Annual Productivity and Quality Awards Program



SAMPLE 1 Cost Benefit Page

Quality and Productivity Commission
30th Annual Productivity and Quality Awards Program
"Heritage of Excellence"

2016 APPLICATION

NAME OF PROJECT:

Cost Avoidance, Cost Savings, and Revenue Generated (Estimated Benefits to the County): If you are claiming cost benefits, include a calculation on this page. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12 point font.

Cost Avoidance: Costs that are either in hazard or not incurred as a result of program outcomes.

Cost Savings: A reduction or lessening of expenditures as a result of program outcomes.

Revenue: Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

(1) ACTUAL PROGRAM ANNUAL COST A-000000	(2) ACTUAL COSTS ANNUAL COST Savings	(3) ACTUAL REVENUE ANNUAL REVENUE	(4) = (2) + (3) TOTAL ANNUAL ACTUAL SAVINGS Benefit	BRIEF EXPLANATION Project:
\$	\$3,625,072	\$	\$3,625,072	<input type="checkbox"/>

ANNUAL= 12 MONTHS ONLY

	Overline	Registry	Total Expenses	Total Savings	% Reduction From Previous Year
FY 2008-2009	\$6,503,120	\$7,987,445	\$14,480,565		
FY 2009-2010	4,209,817	2,296,259	6,506,076	\$7,984,233	RS 9%
FY 2010-2011	1,316,629	1,876,985	3,193,614	\$3,625,072	55.7%

Briefly explain
how you arrived
at the numbers.

Ensure there is a
calculation.

Be sure the
numbers match.

30th Annual Productivity and Quality Awards Program



SAMPLE 2 Cost Benefit Page

Quality and Productivity Commission
30th Annual Productivity and Quality Awards Program
"Heritage of Excellence"
2016 APPLICATION

Title of Project (within 20 characters, not including spaces, using A98 12 point font)
NAME OF PROJECT:

COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY): If you are claiming cost benefit, include a calculation on this page. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use A98 12 point font.

Cost Avoidance: Costs that are eliminated or not incurred as a result of program outcomes.
Cost Savings: A reduction or lessening of expenditures as a result of program outcomes.
Revenue: Increases in existing revenue streams or new revenue streams in the County as a result of program outcomes.

(1) ACTUAL 2009-2010 ANNUAL COST AND GAINS	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) TOTAL ANNUAL ACTUAL/BENEFIT BENEFIT	SOURCE EXPLANATION PERCENT
\$200,880,000	\$38,655,800	\$1,600,000	\$241,136,800	2

Cost Avoidance

- Metropolitan Water District's Tier 1 Full Service Water Rate is \$744 an Acre-Foot. Public Works captured 270,000 acre-feet of stormwater during the 2009-2010 season, which offset costly water purchases from outside the region.
- Cost Avoidance/Stormwater Capture: $\$744 \times 270,000 \text{ Acre-Feet} = \$200,880,000$ cost avoidance to residents of the county.

Cost Savings

- We work very closely with treatment facilities and water districts to recharge recycled water into the system. Recycled water has a value of \$694 per Acre-Foot. Public Works recharged 55,700 Acre-Feet of water during that 2009-2010 season.
- Cost Savings/Recharge of Recycled Water: $\$694 \times 55,700 \text{ Acre-Feet} = \$38,655,800$.

Revenue

- By turning the hydro-electric facilities at San Gabriel Dam, actual revenue is earned each month, which is paid by Southern California Edison. In 2010 over 22,780,000 kilowatt-hours (KWH) of power was produced from the power plants. Stormwater captured during the 2009-2010 season produced over \$1,600,000 of revenue generated from the power plants.

Avoidance	\$200,880,000
Savings	\$38,655,800
Revenue	\$1,600,000
Total Annual Benefit	\$241,136,800

Briefly explain
how you arrived
at the numbers.

Ensure there is a
calculation.

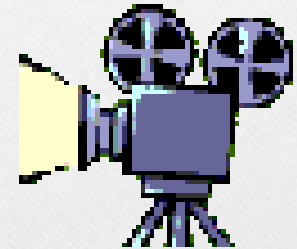
Be sure the
numbers match.

30th Annual

Productivity and Quality Awards Program



Top Ten Winners



Productivity Manager coordinates:

- Commission site visit
- Photos and video shoot
- RSVPs to luncheon
- Board presentation

30th Annual
Productivity and Quality
Awards Program



**Tips to submit a
successful proposal:**

30th Annual

Productivity and Quality Awards Program



Tip 1

Don't submit proposals before their time!



30th Annual

Productivity and Quality Awards Program



Tip 2

Find a niche.



30th Annual

Productivity and Quality Awards Program



Tip 3

Target reader and consider your audience –
Quality and Productivity Managers.



30th Annual

Productivity and Quality Awards Program



Tip 4

Clearly explain the project's benefits.



30th Annual

Productivity and Quality Awards Program



Tip 5

Quality control make sure to produce an error-free document.



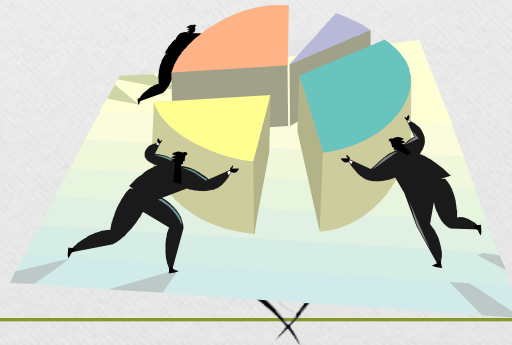
30th Annual

Productivity and Quality Awards Program



Tip 6

If you collaborate with other Departments, give them enough time to review and add to the entry. Keep them involved from the very beginning.



30th Annual
Productivity and Quality
Awards Program



**Los Angeles County:
Heritage of Excellence!**